



—Brown Bag Series— Virtual Reference: A Products and Services Sampler

As patrons move from the reading room to the World Wide Web, librarians are ready to meet their needs with virtual information services. To do this effectively, they need practical information and products to begin to provide virtual reference service for their agencies. This afternoon discussion will feature four vendors who will provide up-to-the-minute information on their products and services, demonstrating the latest technology for virtual reference. Learn how these products can assist you in implementing virtual reference service at your library. Ask the vendors tailored questions and share experiences with your peers.

Featured vendors:

**BRING
YOUR
LUNCH!**

- **Docutek Information Systems**
- **Library Systems and Services (LSSI)**
- **LiveAssistance**
- **24/7 Reference**

[Feel free to bring your lunch to this session, or purchase it at the Library of Congress Cafeteria located next door to the meeting room.]

Date Friday, December 13, 2002

Time 12:00 p.m. - 3:30 p.m. (Registration begins at 11:30 a.m.)

Place West Dining Room, 6th floor, Madison Building
Library of Congress, 101 Independence Ave., S.E., Washington, D.C.

Metro Capitol South (Orange and Blue Lines)

Sponsor FLICC Education Working Group

Registration Free—Open to all FEDLINK members but advance registration is required. Call the FLICC Office to register at (202) 707-4800 or visit the FLICC Educational Programs Web site at <http://www.loc.gov/flicc/feveform.html>.

Request ADA Accommodations five business days in advance at (202) 707-6362 TTY or ACA@loc.gov.

Information Call the FLICC office at (202) 707-4800; TTY (202) 707-4995.

Cancellations Please notify FLICC at (202) 707-4800 if you are unable to attend to allow those on the waiting list to register.